

Las Vegas Balloon Rides – Terms and Conditions

Office – (702) 674-1871 | Flight Line – (702) 209-0439 | Website – LVHotAirBallooning.com

By making a reservation with Las Vegas Balloon Rides, you must agree to these terms and policies.

### **Policies / Refunds / Cancellations**

- A \$50 per person **non-refundable** charge will be required at the time of booking.
- Booking cancellations made less than 72 hours' notice will result in the card on file being billed in full. This includes no-shows.

A no-show is anyone who does not show up for a flight or cancels last minute. If you no-show, we still flew the aircraft and therefore you are responsible for the cost of the flight. There are no exceptions to the no-show policy.

**Arriving late may be counted as a no-show. Please arrive on time.**

### **Weather Policy**

- All hot air balloon activity is weather permitting. Your flight may be cancelled due to wind, rain or unsafe wind direction. The pilot always has the final decision.
- Should your flight get cancelled due to weather, you are permitted to reschedule your flight at no charge.

On occasion, the pilot may move our launch location to Pahrump, Nevada or Jean, Nevada for safer flying wind and weather. If this happens, transportation is provided at no charge. If this happens, it could add more time to the entire flight experience. However, if you cancel because of the departure location, please refer to our Policies / Refunds / Cancellations area found above.

### **Third Party Booking – Groupon, Adrenaline & Viator**

After you have purchased a flight through a 3<sup>rd</sup> party company such as Groupon, Viator or Adrenaline, please ensure you have contacted Las Vegas Balloon Rides direct to confirm your flight. Should you be from outside the United States or not have access to a phone, please send us an email at [LasVegasBallooning@Aol.com](mailto:LasVegasBallooning@Aol.com)

A valid credit card may be required to hold the reservation even after purchasing a flight voucher via a 3<sup>rd</sup> party vendor. In the event you cancel a flight, please refer to the cancellation policy and no-show policy found above.